

# January 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						<b>1</b>
<b>2</b>	<b>3</b>	<b>4</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>5</b>	<b>6</b> New User Call 1pm-2pm – IZB	<b>7</b>	<b>8</b>
<b>9</b>	<b>10</b>	<b>11</b> System Down from 9:45am-10:08am Regularly Scheduled System Downtime 5pm – 9 pm	<b>12</b>	<b>13</b> Local User Call 10am-11am New User Call 1pm-2pm – IDB	<b>14</b>	<b>15</b> Monthly System Maintenance –All environments down
<b>16</b> Monthly System Maintenance –All environments down	<b>17</b> Martin Luther King Jr. Day Help Desk Closed	<b>18</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>19</b>	<b>20</b> New User Call 1pm-2pm - STD	<b>21</b>	<b>22</b>
<b>23</b>	<b>24</b>	<b>25</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>26</b>	<b>27</b> New User Call 1pm-2pm - IZB	<b>28</b>	<b>29</b>
<b>30</b>	<b>31</b>	<b>Actual Downtime: 16 Hrs 23 Minutes</b>				

# February 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		<b>1</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>2</b>	<b>3</b> New User Call 1pm-2pm	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b>	<b>8</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>9</b>	<b>10</b> Local User Call 10am-11am New User Call 1pm-2pm	<b>11</b>	<b>12</b>
<b>13</b>	<b>14</b>	<b>15</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>16</b>	<b>17</b> New User Call 1pm-2pm	<b>18</b>	<b>19</b> Monthly System Maintenance –All environments down
<b>20</b> Monthly System Maintenance –All environments down	<b>21</b> President's Day Help Desk Closed	<b>22</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>23</b>	<b>24</b> System Down from 4:14pm-4:38pm New User Call 1pm-2pm	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b>	<b>Actual Downtime: 16 Hrs 24 Minutes</b>				

# March 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		<b>1</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>2</b>	<b>3</b> New User Call 1pm-2pm	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b>	<b>8</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>9</b>	<b>10</b> New User Call 1pm-2pm	<b>11</b>	<b>12</b>
<b>13</b>	<b>14</b>	<b>15</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>16</b>	<b>17</b> New User Call 1pm-2pm	<b>18</b>	<b>19</b> Monthly System Maintenance –All environments down
<b>20</b> Monthly System Maintenance –All environments down	<b>21</b>	<b>22</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>23</b>	<b>24</b> New User Call 1pm-2pm	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b>	<b>29</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>30</b>	<b>31</b> César Chavez Day Help Desk Closed		

# April 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5 Regularly Scheduled System Downtime 5pm – 9 pm	6	7	8	9
10	11	12 Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	13	14 New User Call 1pm-2pm	15	16 Monthly System Maintenance –All environments down
17 Monthly System Maintenance –All environments down	18	19 Regularly Scheduled System Downtime 5pm – 9 pm	20	21 New User Call 1pm-2pm	22	23
24	25	26 Regularly Scheduled System Downtime 5pm – 9 pm	27	28 New User Call 1pm-2pm	29	30

# May 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>1</b>	<b>2</b>	<b>3</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>4</b>	<b>5</b>  New User Call 1pm-2pm	<b>6</b>	<b>7</b>
<b>8</b>	<b>9</b>	<b>10</b> Regularly Scheduled System Downtime 5pm – 9pm Local User Call 10am-11am	<b>11</b>	<b>12</b>  New User Call 1pm-2pm	<b>13</b>	<b>14</b>
<b>15</b>	<b>16</b>	<b>17</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>18</b>	<b>19</b>  New User Call 1pm-2pm	<b>20</b>	<b>21</b> Monthly System Maintenance –All environments down
<b>22</b> Monthly System Maintenance –All environments down	<b>23</b>	<b>24</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>25</b>	<b>26</b>  New User Call 1pm-2pm	<b>27</b>	<b>28</b>
<b>29</b>	<b>30</b> Memorial Day Help Desk Closed	<b>31</b> Regularly Scheduled System Downtime 5pm – 9 pm				

# June 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			<b>1</b>	<b>2</b> New User Call 1pm-2pm	<b>3</b>	<b>4</b>
<b>5</b>	<b>6</b>	<b>7</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>8</b>	<b>9</b> New User Call 1pm-2pm	<b>10</b>	<b>11</b>
<b>12</b>	<b>13</b>	<b>14</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>15</b>	<b>16</b> New User Call 1pm-2pm	<b>17</b>	<b>18</b> Monthly System Maintenance –All environments down
<b>19</b> Monthly System Maintenance –All environments down	<b>20</b>	<b>21</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>22</b>	<b>23</b> New User Call 1pm-2pm	<b>24</b>	<b>25</b>
<b>26</b>	<b>27</b>	<b>28</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>29</b>	<b>30</b> New User Call 1pm-2pm		

# July 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					<b>1</b>	<b>2</b>
<b>3</b>	<b>4</b> Independence Day Help Desk Closed	<b>5</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>6</b>	<b>7</b>  New User Call 1pm-2pm	<b>8</b>	<b>9</b>
<b>10</b>	<b>11</b>	<b>12</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>13</b>	<b>14</b>  New User Call 1pm-2pm	<b>15</b>	<b>16</b> Monthly System Maintenance –All environments down
<b>17</b> Monthly System Maintenance –All environments down	<b>18</b>	<b>19</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>20</b>	<b>21</b>  New User Call 1pm-2pm	<b>22</b>	<b>23</b>
<b>24</b>	<b>25</b>	<b>26</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>27</b>	<b>28</b>  New User Call 1pm-2pm	<b>29</b>	<b>30</b>
<b>31</b>						

# August 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	<b>1</b>	<b>2</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>3</b>	<b>4</b>  New User Call 1pm-2pm	<b>5</b>	<b>6</b>
<b>7</b>	<b>8</b>	<b>9</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>10</b>	<b>11</b>  New User Call 1pm-2pm	<b>12</b>	<b>13</b>
<b>14</b>	<b>15</b>	<b>16</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>17</b>	<b>18</b>  New User Call 1pm-2pm	<b>19</b>	<b>20</b> Monthly System Maintenance –All environments down
<b>21</b> Monthly System Maintenance –All environments down	<b>22</b>	<b>23</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>24</b>	<b>25</b>  New User Call 1pm-2pm	<b>26</b>	<b>27</b>
<b>28</b>	<b>29</b>	<b>30</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>31</b>			



# September 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				<b>1</b>  New User Call 1pm-2pm	<b>2</b>	<b>3</b>
<b>4</b>	<b>5</b> Labor Day Help Desk Closed	<b>6</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>7</b>	<b>8</b>  New User Call 1pm-2pm	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b>	<b>13</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>14</b>	<b>15</b>  New User Call 1pm-2pm	<b>16</b>	<b>17</b> Monthly System Maintenance –All environments down
<b>18</b> Monthly System Maintenance –All environments down	<b>19</b>	<b>20</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>21</b>	<b>22</b>  New User Call 1pm-2pm	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b>	<b>27</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>28</b>	<b>29</b>  New User Call 1pm-2pm	<b>30</b>	

# October 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						<b>1</b>
<b>2</b>	<b>3</b>	<b>4</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>5</b>	<b>6</b> New User Call 1pm-2pm	<b>7</b>	<b>8</b>
<b>9</b>	<b>10</b>	<b>11</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>12</b>	<b>13</b> New User Call 1pm-2pm	<b>14</b>	<b>15</b> Monthly System Maintenance –All environments down
<b>16</b> Monthly System Maintenance –All environments down	<b>17</b>	<b>18</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>19</b>	<b>20</b> New User Call 1pm-2pm	<b>21</b>	<b>22</b>
<b>23</b>	<b>24</b>	<b>25</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>26</b>	<b>27</b> New User Call 1pm-2pm	<b>28</b>	<b>29</b>
<b>30</b>	<b>31</b>					

# November 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		<b>1</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>2</b>	<b>3</b> New User Call 1pm-2pm	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b>	<b>8</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>9</b>	<b>10</b> New User Call 1pm-2pm	<b>11</b> Veteran's Day Help Desk Closed	<b>12</b>
<b>13</b>	<b>14</b>	<b>15</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>16</b>	<b>17</b> New User Call 1pm-2pm	<b>18</b>	<b>19</b> Monthly System Maintenance –All environments down
<b>20</b> Monthly System Maintenance –All environments down	<b>21</b>	<b>22</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>23</b>	<b>24</b> Thanksgiving Day Help Desk Closed	<b>25</b> Day after Thanksgiving Help Desk Closed	<b>26</b>
<b>27</b>	<b>28</b>	<b>29</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>30</b>			

# December 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				<b>1</b>  New User Call 1pm-2pm	<b>2</b>	<b>3</b>
<b>4</b>	<b>5</b>	<b>6</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>7</b>	<b>8</b>  New User Call 1pm-2pm	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b>	<b>13</b> Regularly Scheduled System Downtime 5pm – 9 pm Local User Call 10am-11am	<b>14</b>	<b>15</b>  New User Call 1pm-2pm	<b>16</b>	<b>17</b> Monthly System Maintenance –All environments down
<b>18</b> Monthly System Maintenance –All environments down	<b>19</b>	<b>20</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>21</b>	<b>22</b>  New User Call 1pm-2pm	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b> Christmas Day Observed Help Desk Closed	<b>27</b> Regularly Scheduled System Downtime 5pm – 9 pm	<b>28</b>	<b>29</b>  New User Call 1pm-2pm	<b>30</b>	<b>31</b>